Veterans Affairs Canada
Anciens Combattants Canada

Annual Report on the Administration of the *Access to Information Act* 2015 – 2016

The Honourable Kent Hehr, PC, MP
Minister of Veterans Affairs
and Associate Minister of National Defence

Canada

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1. Introduction

The *Access to Information Act* provides members of the public and corporations with the legislated right, subject to certain limited and specific exceptions, to access information in records under the control of a government institution. The *Act* complements other methods for obtaining government information, and does not limit in any way the access to government information that is normally available to the public upon request.

This annual report on the administration of the *Access to Information Act* describes how Veterans Affairs Canada (VAC) and the Office of the Veterans Ombudsman (OVO) fulfilled their responsibilities under the *Access to Information Act* during the fiscal year April 1, 2015 to March 31, 2016.

2. Preparation and Tabling of the Annual Report

In accordance with Section 72 of the *Access to Information Act*, the Minister of Veterans Affairs, as head of the institution, is required to prepare an annual report on the administration of the *Act*, and this report is to be tabled in Parliament.

3. Mandate of Veterans Affairs Canada

Canada's development as an independent country with a unique identity stems partly from its proud military achievements. VAC exists to help those whose courageous efforts gave us this legacy and contributed to Canada's growth as a nation.

VAC's mandate is set out in the *Department of Veterans Affairs Act*. It charges the Minister of Veterans Affairs with responsibility for *"...the care, treatment or re-establishment in civil life of any person who served in the Canadian Forces or Merchant Navy or in the naval, army, air forces or merchant navies of Her Majesty, of any person who has otherwise engaged in pursuits relating to war, and of any other person designated . . . and the care of the dependents or survivors of any person referred to..."*. VAC is also responsible for keeping alive the achievements and sacrifices of those who served Canada in times of war, military conflict and peace.

Responsibilities

VAC fulfills its mandate by enabling the well-being of Veterans and their families, and by supporting recognition and remembrance of the achievements and sacrifices of those who served Canada in times of war, military conflict and peace.

This is accomplished by:

- providing leadership as a champion of Veterans, and by promoting the strategic alignment and coordination of benefits and services; whether available through the Department and other federal partners, or through provincial and community programs and non-government organizations;

- the work and research of the Department—listening to the suggestions of Veterans, their representatives, and stakeholders. The Department strives to design and deliver programs that meet the modern needs of Veterans and their families; and,
- helping Veterans access the supports and services they need, from all levels of government and the community. Veterans Affairs Canada aims to be a leader in the care and support for all Veterans and their families.

4. Mandate of the Office of the Veterans Ombudsman

The OVO helps ensure that the sacrifices of Canada's Veterans and their families are recognized through the provision of services, benefits, and support in a fair, accessible, and timely manner. As an impartial and independent officer, the Veterans Ombudsman reports directly to the Minister of Veterans Affairs and works to ensure that Veterans, men and women of the Canadian Armed Forces (CAF), members and former members of the Royal Canadian Mounted Police (RCMP), as well as their families and other individuals that are clients of VAC are treated fairly and in accordance with the *Veterans Bill of Rights*.

The mandate of the Ombudsman, found in the *Order-in-Council P.C. 2007-530*, is to

- Review and address complaints by Veterans and other individuals served (by VAC) and their representatives arising from the application of the provisions of the *Veterans Bill of Rights;*
- Identify and review emerging and systemic issues related to programs and services provided or administered by the Department or by third parties on the Department's behalf that impact negatively on Veterans and other individuals served (by VAC);
- Review and address complaints by Veterans and other individuals served (by VAC) and their representatives related to programs and services provided or administered by the Department or by third parties on the Department's behalf, including individual decisions related to the programs and services for which there is no right of appeal to the Veterans Review and Appeal Board;
- Review systemic issues related to the Veterans Review and Appeal Board; and
- Facilitate access by stakeholders to programs and services by providing them with information and referrals.

5. Organization

I Veterans Affairs Canada's Access to Information and Privacy Office

The VAC Access to Information and Privacy (ATIP) Coordinator acts on behalf of the Minister of Veterans Affairs and the Deputy Minister to ensure that the Department's responsibilities

under the *Access to Information Act* and the *Privacy Act* are met. The ATIP Coordinator reports directly to the Assistant Deputy Minister, Chief financial Officer and Corporate Services Branch.

The main activities of VAC's ATIP Office consist of the following:

- Processing requests for information submitted under the *Access to Information Act* and the *Privacy Act*;
- Developing policies, procedures and guidelines in support of Access to Information and Privacy legislation and central agency requirements;
- Promoting awareness of both acts to ensure employees understand their roles and responsibilities;
- Monitoring compliance with both acts and central agency requirements;
- Preparing annual reports to Parliament;
- Coordinating Privacy Impact Assessments (PIAs);
- Coordinating the resolution of any complaints against VAC which have been submitted to the Information Commissioner under the *Access to Information Act* and to the Privacy Commissioner under the *Privacy Act;*
- Providing centralized management of privacy breaches;
- Providing VAC staff with advice and guidance on ATIP issues;
- Providing support and recommendations to the Department's Chief Privacy Officer and the Corporate Management Committee and
- Supporting VAC in meeting its commitments to openness and transparency through proactive disclosure of information and the release of information via informal avenues.

Processing of access to information and privacy requests is centralized within the ATIP Office in Charlottetown, Prince Edward Island. The ATIP Office has two units: Operations and Policy and Governance. In 2015–2016, the VAC ATIP Coordinator's Office employed a total of 25.14 full-time equivalents (FTEs).

The ATIP Coordinator's Office supports and maintains a network of 26 ATIP Liaison Officers (20 Liaison Officers in the Charlottetown Head Office, five in Ottawa and one representing the Regions). The Liaison Officers are responsible for retrieving information from their areas when a request is received, and identifying information which may qualify for an exemption under the acts.

II Office of the Veterans Ombudsman Access to Information and Privacy Unit

The Veterans Ombudsman, Deputy Ombudsman and Executive Director (formerly Director General of Operations in Delegation Order in Annex 1), Legal Advisor and Director, Corporate Services and Charlottetown Operations have full authority for the OVO to exercise the powers, duties, and functions of the Minister as the Head of Veterans Affairs under the provisions of the *Acts* and related regulations (see Annex 1). Although four positions have been delegated full authority, the Veterans Ombudsman has been identified as the senior-most official within the OVO responsible for Access to Information and Privacy. The Director, Corporate Services and

Charlottetown Operations, is responsible for operational management of the Access to Information and Privacy functions within the OVO.

The OVO's Access to Information and Privacy Unit in Charlottetown, Prince Edward Island ensures that the Office's responsibilities under both *Acts* are met. Processing of requests is centralized within the unit. The unit consists of the Director, Corporate Services and Charlottetown Operations, ATIP Coordinator and a Liaison Officer. The Legal Advisor is also responsible for the final review and release of information to the Requestor. These four full-time staff members were assigned to the administration of both Acts on a part-time (as required) basis during the 2015–2016 reporting period, which represents 0.10 of an FTE.

The main activities of the OVO ATIP unit include:

- Timely completion of requests for information under the *Access to Information Act* and the *Privacy Act* in compliance with ATIP legislation, regulations and Treasury Board Secretariat policy instruments;
- Developing and maintaining OVO policies, procedures, guidelines, and processes in support of Access to Information and Privacy legislation and central agency requirements;
- Promoting awareness of both *Acts* within the OVO to ensure that employees understand their roles and responsibilities;
- Monitoring OVO compliance with both *Acts* and central agency requirements;
- Preparing and providing information specific to the OVO to VAC for inclusion in annual reports to Parliament;
- Completing and coordinating the completion of Privacy Impact Assessments (PIAs) for the OVO;
- Coordinating the resolution of any complaints against OVO which have been submitted to the Information Commissioner under the *Access to Information Act* and to the Privacy Commissioner under the *Privacy Act*;
- Providing centralized management of privacy breaches within the OVO;
- Providing advice and guidance to OVO staff on ATIP issues; and
- Supporting the OVO in meeting its commitments to openness and transparency through proactive disclosure of information and the release of information via informal avenues.

6. Delegation Order

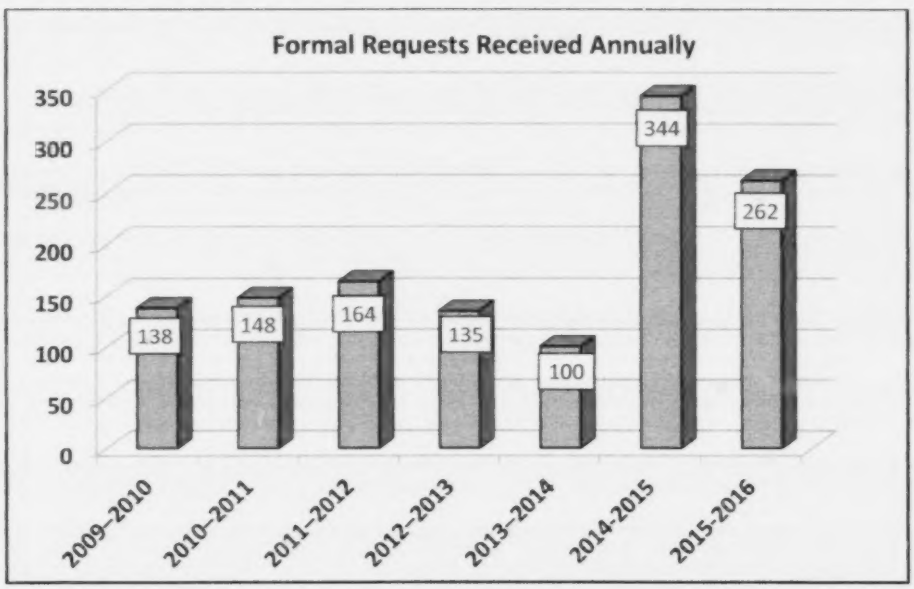
The responsibilities associated with the administration of the *Access to Information Act* are delegated to departmental officials and OVO officials through a delegation order signed by the Minister of Veterans Affairs (attached as Annex 1).

7. Interpretation of the Statistical Report on the *Access to Information Act*

The following summary provides an interpretation of statistical data on the administration of the *Access to Information Act* at VAC and the OVO between April 1, 2015, and March 31, 2016. A more detailed breakdown of processing statistics can be found in Annex 2 (VAC and OVO Statistical Report) and for separate interpretation specific to the OVO, Annex 3 (OVO Statistical Report).

Formal requests under the *Access to Information Act*

Between April 1, 2015, and March 31, 2016, the Department received 262 formal requests (260 by VAC and two by the OVO) for information under the *Access to Information Act*. This represents a 23.8% decrease in requests received from the 2014–2015 fiscal year; however, the number of pages processed and pages disclosed increased by 18% and 17%, respectively, over the previous fiscal year. Further, the number of requests completed on time increased by 13%. The Government of Canada has committed to becoming more open, inclusive, and accessible. This commitment is modernizing how the government operates. In this open government and digital era, there is more government information now available in the public forum (e.g., the open.canada.ca website). VAC is moving toward publishing more data proactively in 2016-2017, which may lead to a further decrease in formal access to information requests.



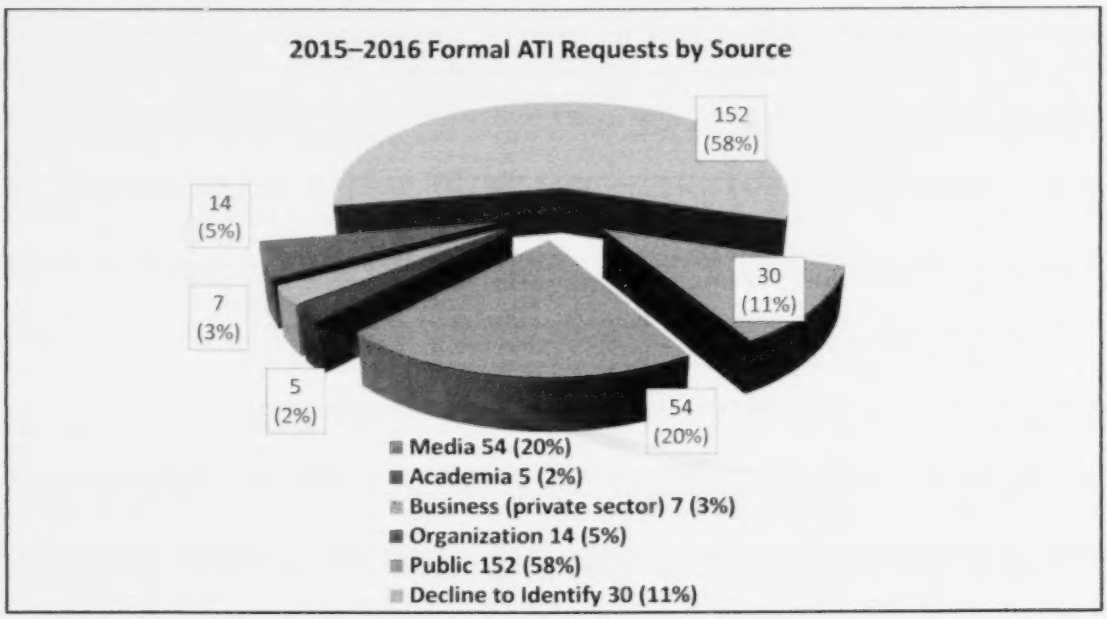
On April 1, 2015, 77 open requests were carried forward from the previous fiscal year. Combined with the 262 requests received in 2015–2016, a total of 339 requests required action (337 by VAC and two by the OVO) during the 2015–2016 fiscal year.

The Department completed 291 requests during the reporting period (289 by VAC and two by the OVO). At the end of the 2015–2016 fiscal year, 48 outstanding formal requests (48 by VAC and none by the OVO) were carried forward to the 2016–2017 fiscal year.

Since April 2014, VAC has been accepting requests for information through the Government of Canada's ATIP Online Request system. This system allows clients and other members of the public to submit requests for personal information under the *Privacy Act*, or for other information held by the institution under the *Access to Information Act*. In 2015-2016, VAC received 180 online formal requests for information under the *Access to Information Act*. This represents 69% of all formal access to information requests submitted to the portal. Of the 180 requests received, 63 of those requests were requesting personal information.

I Source of Requests Received

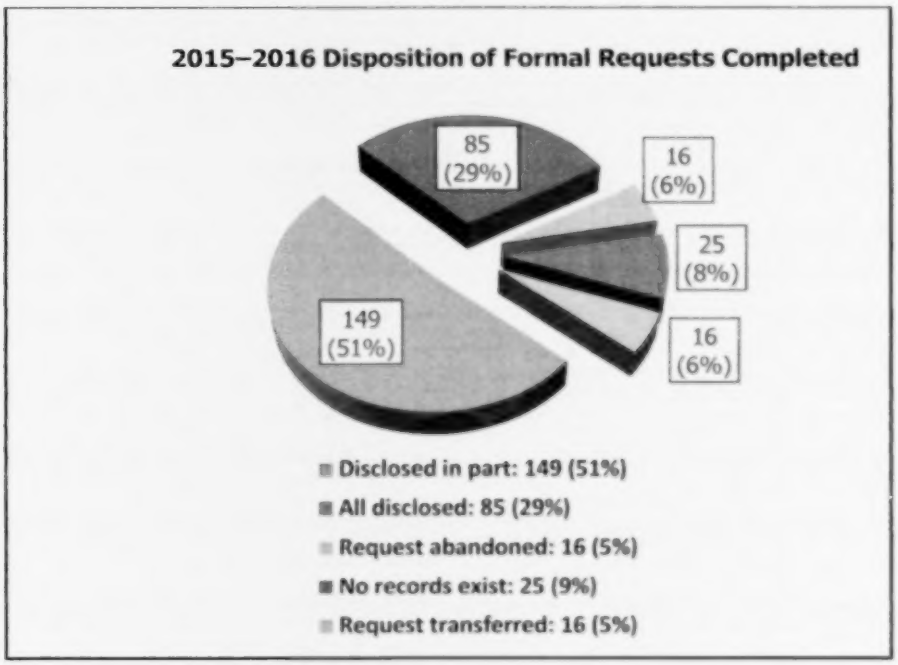
Included in the chart below are 260 requests received by VAC and two requests received by the OVO during the 2015–2016 reporting period.



II Disposition of Requests Completed

In total, 291 requests were completed during the 2015–2016 fiscal year compared with 332 requests completed in the 2014–2015 reporting period (a 12% decrease). The Department processed 83,404 pages (three pages processed and disclosed by the OVO) and disclosed 77,225 in 2015–2016. In comparison, the Department processed 70,618 pages and disclosed 65,843 pages in 2014–2015. This represents an 18.1% increase in pages released for formal ATI requests compared with the previous year.

The following table provides further details on the disposition of 291 requests completed in 2015–2016:



There were three pages disclosed in full by the OVO during the 2015-2016 reporting period.

III Exemptions Cited

Canadians have a right of access to publicly held information; however, the *Access to Information Act* identifies specific exemptions for which the need to withhold certain information is recognized. An exemption is a provision under the *Act* that authorizes the head of the government institution to refuse to disclose records in response to an access request.

VAC invoked 259 exemptions under sections 13, 14, 16, 18, 19, 20, 21, 23, 24 and 26 of the *Access to Information Act*. The most frequently invoked provision was subsection 19(1), which is used to exempt personal information such as sensitive medical information. For statistical purposes, an exemption is counted only once when it is applied to a file multiple times.

Some requesters seek their personal information under the *Access to Information Act*, either in error, or expecting to receive information that may be withheld under the *Privacy Act*. When this occurs, personal information belonging to third parties is severed under Section 19 of the *Access to Information Act*. This contributes significantly to the Department's use of Section 19.

The following table identifies the number of requests to which specific types of exemptions were applied:

Exemptions cited	2013–2014	2014–2015	2015-2016
Paragraph 13(1)*(a)* (Information obtained in confidence)	0	3	1
Paragraph 13(1)*(c)* (Information obtained in confidence)	0	2	1
Section 14 (Federal-provincial consultations or deliberations)	0	10	1
Paragraph 14(*a*) (Federal-provincial consultations or deliberations)	2	8	1
Paragraph 15(1) (Security)	0	0	1
Paragraph 15(1) (Security) – International Affairs	0	0	1
Paragraph 16(1) *(a) (i)* (Records Relating to investigations, examinations and audits)	0	0	2
Paragraph 16(1) *(b)* (Records Relating to investigations, examinations and audits)	0	0	1
Paragraph 16(1) *(c)* (Records Relating to investigations, examinations and audits)	0	0	1
Paragraph 16(2) (Security)	0	7	17
Paragraph 16(2)*(a)* (Security)	0	1	0
Subsection 16(2)(*c*) (Security)	11	17	17
Section 17 (Safety if Individuals)	0	0	1
Paragraph 18(*a*) (Economic interests of Canada)	1	1	0
Paragraph 18(*b*) (Economic interests of Canada)	2	7	0
Paragraph 18(*c*) (Economic interests of Canada)	1	0	0
Paragraph 18.1 (1) (a) (Economic interests of Canada)	0	0	1
Subsection 19(1) (Personal information)	51	135	139
Paragraph 20(1)(*a*) (Trade secrets – third party)	0	1	1
Paragraph 20(1)(*b*) (Confidential information – third party)	3	6	6
Paragraph 20(1)(*c*) (Competitive process – third party)	3	8	7
Paragraph 20(1)(*d*) (Negotiations – third party)	0	3	1
Section 20.1 (Public Sector Pension Investment Board)	0	1	0
Paragraph 21(1)(*a*) (Operations of government – advice)	12	20	29

Exemptions cited	2013–2014	2014–2015	2015-2016
Paragraph 21(1)(*b*) (Operations of government – consultations or deliberations)	5	8	10
Paragraph 21(1)(*c*) (Operations of government – negotiations)	4	9	1
Paragraph 21(1)(*d*) (Operations of government – management)	1	3	2
Paragraph 22 (Operations of government – testing procedures and audits)	0	0	1
Section 23 (Solicitor-client privilege)	2	8	21
Section 24 (1) (Statutory prohibitions against disclosures)	2	2	2
Section 26 (Refusal of access where information to be published)	0	6	3
Total exemptions cited	**100**	**266**	**269**

IV Exclusions Cited

An exclusion is information to which the *Act* does not apply as described in Sections 68 and 69 of the *Access to Information Act*. Examples include published material, material available for purchase by the public, material placed in the Library and Archives of Canada or confidences of the Queen's Privy Council for Canada. During the reporting period, VAC invoked Section 68 on one occasion and Section 69 was invoked on 38 occasions.

The following table identifies the number of requests to which specific types of exclusions were applied:

Exclusions cited	2013–2014	2014–2015	2015-2016
68(*a*) – Published material or material available for purchase by the public	1	5	1
69(1) – Confidences of the Queen's Privy Council	0	1	0
69(1)(*a*) – Proposals to Council	3	1	1
69(1)(*b*) – Policy options to Council	0	0	0
69(1)(*c*) – Agenda of Council	1	0	1
69(1)(*d*) – Records used in government decisions or formulation of policy	0	5	4
69(1)(*e*) – Briefings of Ministers	3	3	3

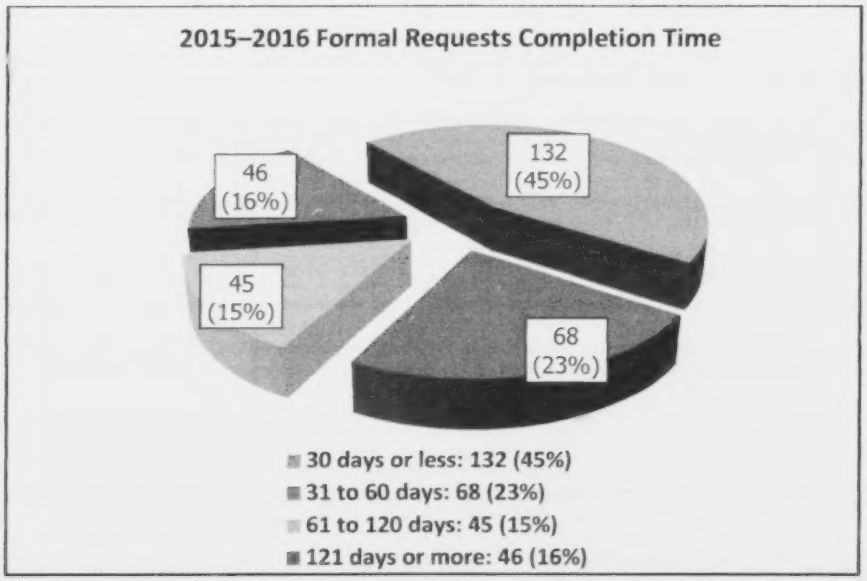
Exclusions cited	2013–2014	2014–2015	2015-2016
69(1)*(f)* – Draft Legislation	0	0	1
69(1)(*g*) re (*a*) – Cabinet confidences	2	12	16
69(1)(*g*) re (*b*) – Cabinet confidences	2	0	0
69(1)(*g*) re (*c*) – Cabinet confidences	3	1	2
69 (1)(*g*) re (*d*) – Cabinet confidences	0	4	6
69 (1)(*g*) re (*e*) – Cabinet confidences	1	2	2
69 (1)(*g*) re (f) – Cabinet confidences	0	0	2
Total	**16**	**34**	**39**

V Completion Time

During the 2015-2016 reporting period, of the 291 requests completed, 132 formal requests (45%) were completed in 30 days or less. As illustrated in the chart below, the Department also closed 159 cases over the year which required additional time and effort to complete.

VAC ATIP has been working with program area staff throughout the Department to improve turnaround times. Existing staff in all branches have received additional training in their responsibilities under the *ATI Act*, as well as best practices for retrieving records efficiently. As well in 2016-2017, VAC will be implementing new procedures and refresher training sessions to improve retrieval times based on best practices from, and in consultation with, other government departments.

We will also be closely monitoring proposed changes to the *ATI Act* in order to respond effectively and adjust resources as necessary.


2015–2016 Formal Requests Completion Time
46 (16%)
132 (45%)
45 (15%)
68 (23%)
30 days or less: 132 (45%)
31 to 60 days: 68 (23%)
61 to 120 days: 45 (15%)
121 days or more: 46 (16%)

VI Extensions

Section 9 of the *Access to Information Act* provides for the extension of the statutory time limits if: (1) consultations are necessary; or (2) the request is for a large number of records and meeting the original time limit would unreasonably interfere with the Department's operations.

During the reporting period, a total of 29 requests were extended by VAC. Of these, 15 were extended for 30 days or less, and 14 requests required an extension of 31 days or more.

The OVO did not request any extensions during the 2015–2016 reporting period.

VII Translation

Neither VAC nor OVO received any requests requiring translation during the 2015-2016 reporting period. In comparison, there was one request (VAC) requiring translation during the 2014-2015 reporting period.

VIII Format of Information Released

Individuals may obtain the information they have requested in three ways:

(1) Receiving copies of the material;
(2) Examining the information during an arranged time; or
(3) Examining and receiving copies of the information.

In total, 291 requests were completed during the 2015-2016 fiscal year. In the 234 cases in which material was released, the requester received copies of the package. No requesters

asked to view the material on-site. The remaining 57 closed cases were either abandoned (16), no records exist (25), or transferred to another government institution (16).

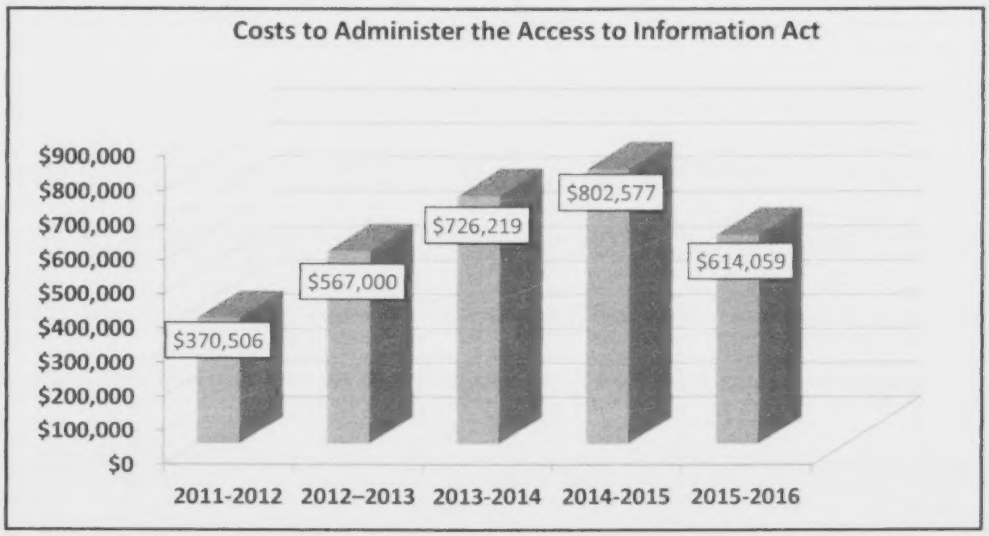
IX Fees

In accordance with section 11 of the *Access to Information Act,* the Department collected $1,675.00 in ATI fees during the reporting period. Of the total, VAC collected $1,385.00 for the application fee required under the *Act.* The remaining $290.00 was collected to cover search fees, a decrease of 37.6% (or $175.00) over last fiscal year. During the same period, the Department waived fees totaling $60.00.

X Costs

The VAC and OVO ATIP offices spent a combined total of $614,059 to administer the *Access to Information Act* during the reporting period. The breakdown is as follows:

(1) Staff salaries (including overtime) $581,470;
(2) Professional services contracts amounted to $14,400; and,
(3) Other administrative costs (representing operations and maintenance expenditures) $18,189.



The decreased costs during the 2015-2016 fiscal year can be linked to the approximate $2.9M investment VAC made to address the backlog of requests in 2013-2014 and 2014-2015 years. The backlog has now been addressed and the cost to administer the *Act* more stable.

Please note that the costs identified in the above table pertain only to costs directly related to the ATIP Offices. They do not include time spent compiling and reviewing records for access requests in the various program areas within the Department.

XI Publication of Summaries of Completed Requests

Since September 2011, VAC has been posting summaries of completed Access to Information requests on the departmental website in accordance with Annex E of the Treasury Board Secretariat Directive on the Administration of the *Access to Information Act*: Criteria for posting summaries of completed access to information requests.

The list of summaries contains applicable completed requests since September 2011 for which documents have been retrieved or treated, or where no documents exist. The list is provided in chronological order and by request number.
VAC: http://www.veterans.gc.ca/eng/about-us/organization/access-to-information-privacy/completed-access

Since May 2012, the OVO has also been posting the list of summaries of completed Access to Information requests on its website.
OVO: http://www.ombudsman-veterans.gc.ca/eng/transparency/atip/reports

8. Other ATIP Functions

I Veterans Affairs Canada

The VAC ATIP Office provides other services in addition to handling formal requests submitted under the *Access to Information Act*. One such service is responding to informal requests. An informal request is a request for information that is not made or processed under the *Act*. Fees cannot be charged, there are no deadlines for responding, and the requestor has no statutory right of complaint. In addition to the 262 formal requests, VAC's ATIP Office completed 86 informal ATI requests in the 2015–2016 fiscal year, which resulted in 14,758 pages processed and 13,593 pages disclosed.

In addition to processing *Access to Information Act* and *Privacy Act* requests, the ATIP Office also handled a variety of requests internal to the Department, including but not limited to:

- Analysis and response to policy questions;
- Review of new forms for the collection of personal information;
- Development of appropriate Privacy Notice Statements for new forms;
- Evaluation of contracts and Memoranda of Understanding and
- Provision of support in preventing, addressing and containing potential privacy breaches.

II Office of the Veterans Ombudsman

No informal requests were processed by the OVO during the 2015–2016 reporting period.

In addition to processing *Access to Information Act* and *Privacy Act* requests, the OVO ATIP Office also handled a variety of requests internal to the Office, including the following:

- Analysis and response to internal access to information and privacy questions;
- Evaluation of contracts; and,
- Provision of support in preventing potential privacy breaches.

9. Consultations

During the 2015–2016 fiscal year, VAC received 49 requests for consultations from other government institutions or other organizations involving VAC records or issues. On April 1, 2015, four open requests were carried forward from the previous fiscal year. Combined with the 49 requests received during 2015-2016, a total of 53 requests for consultation required action. Of the 53 consultations, 53 were completed and none were carried over to the 2016-2017 fiscal year.

During the 2015-2016 reporting period, the OVO received and completed one request for consultation from the Correctional Investigator Canada.

10. Training and Awareness

Over the course of the year, departmental staff received ATIP-related training through a variety of mediums. Training was delivered to 1,525 participants in 94 training sessions. The following describes the training activities related to Access to Information and Privacy with respective participants and sessions for each:

Integrated Security / ATIP Training
1,230 Participants in 78 Sessions

VAC's mandatory Security Orientation Training, offered to all employees upon entering the organization and then at periodic intervals, highlights:

- Overview of ATIP legislation and fundamentals;
- Need-to-Know principle;
- Rules regarding accessing information; and,
- Duty to Assist.

ATIP Awareness Sessions
145 Participants in 11 Sessions

ATIP Awareness sessions focus on ATIP principles and best practices. The sessions provide an overview of the *Access to Information Act* and the *Privacy Act*; the Duty to Assist; exemptions and exclusions; and, the roles and responsibilities related to privacy management.

National Orientation and Training Program
150 Participants in 5 Sessions

As new front line employees, including Case Managers and Client Service Agents, are hired at VAC they are required to participate in a comprehensive orientation and training program. New employees have an opportunity to be trained for their respective positions in a consistent way. ATIP is a focus of the training and includes roles and responsibilities from an ATIP perspective, including but not limited to: what is personal information; privacy breaches; what to document; role in retrievals related to ATIP requests; and, collection, use and disclosure principles.

11. Policies, Guidelines and Procedures

The Department formalized the business process on internal privacy consultations for harassment complaints. This ensures that consultations on these files from Human Resources Division are treated consistently and in accordance with the applicable legislation and policies, including the Treasury Board Secretariat *Investigation Guide for the Policy on Harassment and Resolution and Directive on the Harassment Complaint Process*. It also strictly limits the number of ATIP employees who view the complaint files.

The OVO maintained and monitored current Access to Information policies, guidelines, and procedures and finalized a Privacy Protection for Non Administrative Purposes Protocol during the 2015-2016 reporting period.

12. Complaints and Investigations

VAC had six active complaints with the Office of the Information Commissioner in fiscal year 2015-2016. One of these complaints was new, and was related to denial of access. Five were carried over from 2014-2015. VAC made representations to the Office of the Information Commissioner on two of the active complaints in 2015-2016. The four other complaints continue to be investigated by the Office of the Information Commissioner and VAC will make representations on them when requested.

No complaints against the OVO were received by the Information Commissioner during the 2015–2016 reporting period.

13. Appeals to the Courts

There were no appeals to the courts for VAC or the OVO during this reporting period.

14. Monitoring – Access to Information Requests

I Veterans Affairs Canada

There is a robust case monitoring system in place. Using reports produced by the case management software tool, the status of requests is reviewed by ATIP Team Lead, Operations Manager and the Director on a weekly basis to monitor upcoming deadlines. In addition,

monthly statistical reports indicating incoming and outgoing ATI requests, as well as the number of requests overdue, are prepared for the ATIP Coordinator.

II Office of the Veterans Ombudsman

The OVO uses a tracking spreadsheet to monitor processing for access to information requests. This tracking spreadsheet is maintained by the ATIP Coordinator and the ATIP Liaison Officer. Any anticipated issues with processing are escalated to the Director, Corporate Services and Charlottetown Operations.

Annex 1: VAC and OVO Delegation Order – *Access to Information Act* and Access to Information Regulations

Delegation Order - *Access to Information Act* and *Access to Information Regulations*

The Minister of Veterans Affairs, pursuant to section 73 of the *Access to Information Act*, hereby designates the persons holding the positions set out in the schedule hereto, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the Minister as the head of Veterans Affairs Canada, under the provisions of the Act and related regulations set out in the schedule opposite each position. This designation replaces all previous delegation orders.

Access to Information Act **Provisions and associated descriptions**		**Column 1** Deputy Minister and Associate DM	**Column 2** All Assistant Deputy Ministers, the Director General of Communications and senior management positions within the Department of Veterans Affairs Canada that reports directly to the positions outlined in Column 1	**Column 3** Access to Information Coordinator within the Department of Veterans Affairs Canada	**Column 4** Any senior analyst position (PM-05 or above) within Department of Veterans Affairs that reports directly to the position outlined in Column 3	**Column 5** Any analyst position within the Access to Information and Privacy (ATIP) of the Department of Veterans Affairs that reports directly to the positions outlined in Column 4
4(2.1)	Responsibility of head of institution (duty to assist)	X	X	X	X	X
7(a)	Notice when access requested	X	X	X	X	X
7(b)	Giving access to the record	X	X	X	X	
8(1)	Transfer of request	X	X	X	X	X
9	Extension of time limits	X	X	X	X	X
11(2)(3)(4)(5)(6)	Additional Fees	X	X	X	X	X
11(6)	Waiver of refund	X	X	X	X	
12(2)(b)	Language of access	X	X	X	X	X
12(3)(b)	Access in an alternative format	X	X	X	X	X
13	Information obtained in confidence	X	X	X	X	

Access to Information Act **Provisions and associated descriptions**		**Column 1** Deputy Minister and Associate DM	**Column 2** All Assistant Deputy Ministers, the Director General of Communications and senior management positions within the Department of Veterans Affairs Canada that reports directly to the positions outlined in Column 1.	**Column 3** Access to Information Coordinator within the Department of Veterans Affairs Canada	**Column 4** Any senior analyst position (PM-05 or above) within Department of Veterans Affairs that reports directly to the position outlined in Column 3.	**Column 5** Any analyst position within the Access to Information and Privacy (ATIP) of the Department of Veterans Affairs that reports directly to the positions outlined in Column 4.
14	Federal-provincial affairs	X	X	X	X	
15	International affairs and defence	X	X	X	X	
16	Law enforcement and investigations	X	X	X	X	
17	Safety of individuals	X	X	X	X	
18	Economic interests of Canada	X	X	X	X	
18.1	Economic interest of certain government institutions	X	X	X	X	
19	Personal information	X	X	X	X	
20	Third party information	X	X	X	X	
21	Operations of Government	X	X	X	X	
22	Testing procedures, tests and audits	X	X	X	X	
22.1	Internal Audits	X	X	X	X	
23	Solicitor-client privilege	X	X	X	X	
24	Statutory prohibitions	X	X	X	X	
25	Severability	X	X	X	X	

Access to Information Act **Provisions and associated descriptions**		**Column 1** Deputy Minister and Associate DM	**Column 2** All Assistant Deputy Ministers, the Director General of Communications and senior management positions within the Department of Veterans Affairs Canada that reports directly to the positions outlined in Column 1.	**Column 3** Access to Information Coordinator within the Department of Veterans Affairs Canada	**Column 4** Any senior analyst position (PM-05 or above) within Department of Veterans Affairs that reports directly to the position outlined in Column 3.	**Column 5** Any analyst position within the Access to Information and Privacy (ATIP) of the Department of Veterans Affairs that reports directly to the positions outlined in Column 4.
26	Refusal of access where information is to be published	X	X	X	X	
27(1), (4)	Third party notification	X	X	X	X	
28(1)(b), (2), (4)	Third party notification	X	X	X	X	
29(1)	Notice of decision to disclose	X	X	X	X	
33	Notice to Information Commissioner of notices to third parties	X	X	X	X	
35(2)(b)	Right to make representations	X	X	X	X	
37(1)	Notice of actions to implement recommendations of Commissioner	X	X	X	X	
37(4)	Access to be given to complainant	X	X	X	X	
43(1)	Notice to third party of application to Federal Court for review	X	X	X		
44(2)	Notice to requester of application for review by third party	X	X	X	X	
52(2)(b), 52(3)	Special rules for hearings	X	X			

Access to Information Act **Provisions and associated descriptions**		**Column 1** Deputy Minister and Associate DM	**Column 2** All Assistant Deputy Ministers, the Director General of Communications and senior management positions within the Department of Veterans Affairs Canada that reports directly to the positions outlined in Column 1	**Column 3** Access to Information Coordinator within the Department of Veterans Affairs Canada	**Column 4** Any senior analyst position (PM-05 or above) within Department of Veterans Affairs that reports directly to the position outlined in Column 3.	**Column 5** Any analyst position within the Access to Information and Privacy (ATIP) of the Department of Veterans Affairs that reports directly to the positions outlined in Column 4.
71(1)	Facilities for inspection of manuals	X	X	X	X	
72	Annual report to Parliament	X	X	X		

Access to Information Regulations **Provisions and associated descriptions**						
6(1)	Transfer of request	X	X	X	X	X
7(2)	Search and preparation fees	X	X	X	X	X
7(3)	Production and programming fees	X	X	X	X	X
8	Method of access	X	X	X	X	
8.1	Limitations in respect of format	X	X	X	X	

The following portion of the Delegation Order applies to records and information that are created, collected, maintained, used and disclosed by the Office of the Veterans Ombudsman.

Position	***Access to Information Act***	***Access to Information Regulations***
Veterans Ombudsman	Full delegation	Full delegation
Director General of Operation	Full delegation	Full delegation
Legal Advisor	Full delegation	Full delegation
Director of Corporate Services and Charlottetown Operations	Full delegation	Full delegation

Minister of Veterans Affairs

March 16/16
Date

Annex 2: Statistical Report on the *Access to Information Act* (VAC and OVO)

Government of Canada / Gouvernement du Canada

Statistical Report on the *Access to Information Act*

Name of institution: Department of Veterans Affairs Canada

Reporting period: 2015-04-01 to 2016-03-31

Part 1: Requests Under the *Access to Information Act*

1.1 Number of requests

	Number of Requests
Received during reporting period	262
Outstanding from previous reporting period	77
Total	339
Closed during reporting period	291
Carried over to next reporting period	48

1.2 Sources of requests

Source	Number of Requests
Media	54
Academia	5
Business (private sector)	7
Organization	14
Public	152
Decline to identify	30
Total	262

1.3 Informal requests

Completion Time							
1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
16	17	31	14	6	1	1	86

Note: All requests previously recorded as "treated informally" will now be accounted for in this section only.

Part 2: Requests Closed During the Reporting Period

2.1 Disposition and completion time

Disposition of Requests	Completion Time							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
All disclosed	9	31	29	11	3	5	0	88
Disclosed in part	1	40	40	32	10	20	6	149
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	10	13	0	2	0	0	0	25
Request transferred	16	0	0	0	0	0	0	16
Request abandoned	8	4	2	0	0	0	2	16
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	44	88	68	45	13	25	8	291

2.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	1	16(2)	17	18(a)	0	20.1	0
13(1)(b)	0	16(2)(a)	0	18(b)	0	20.2	0
13(1)(c)	1	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	17	18(d)	0	21(1)(a)	29
13(1)(e)	0	16(3)	0	18.1(1)(a)	1	21(1)(b)	10
14	1	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	1
14(a)	1	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	2
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	1
15(1)	1	16.1(1)(d)	0	19(1)	139	22.1(1)	0
15(1) - I.A.*	1	16.2(1)	0	20(1)(a)	1	23	21
15(1) - Def.*	0	16.3	0	20(1)(b)	6	24(1)	2
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	26	3
16(1)(a)(i)	2	16.4(1)(b)	0	20(1)(c)	7		
16(1)(a)(ii)	0	16.5	0	20(1)(d)	1		
16(1)(a)(iii)	0	17	1				
16(1)(b)	1						
16(1)(c)	1						
16(1)(d)	0						

* I.A. - International Affairs Def. - Defence of Canada S.A. - Subversive Activities

2.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	1	69(1)	0	69(1)(g) re (a)	18
68(b)	0	69(1)(a)	1	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	2
68.1	0	69(1)(c)	1	69(1)(g) re (d)	6
68.2(a)	0	69(1)(d)	4	69(1)(g) re (e)	2
68.2(b)	0	69(1)(e)	3	69(1)(g) re (f)	2
		69(1)(f)	1	69.1(1)	0

2.4 Format of information released

Disposition	Paper	Electronic	Other Formats
All disclosed	68	17	0
Disclosed in part	52	93	4
Total	120	110	4

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Disposition of Requests	Number of Pages Processed	Number of Pages Disclosed	Number of Requests
All disclosed	11666	11471	85
Disclosed in part	69668	64028	149
All exempted	0	0	0
All excluded	0	0	0
Request abandoned	2070	1728	16
Neither confirmed nor denied	0	0	0

2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
All disclosed	75	773	7	1505	1	982	1	1743	1	6468
Disclosed in part	60	2079	52	12847	19	12944	17	26372	1	9784
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	14	0	1	61	0	0	1	1667	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	149	2852	60	14413	20	13926	19	29782	2	16252

2.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	3	1	0	0	4
Disclosed in part	38	3	0	0	41
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	1	1	1	0	3
Neither confirmed nor	0	0	0	0	0
Total	42	5	1	0	48

2.6 Deemed refusals

2.6.1 Reasons for not meeting statutory deadline

Number of Requests Closed Past the Statutory Deadline	Principal Reason			
	Workload	External Consultation	Internal Consultation	Other
148	57	9	3	79

2.6.2 Number of days past deadline

Number of Days Past Deadline	Number of Requests Past Deadline Where No Extension Was Taken	Number of Requests Past Deadline Where An Extension Was Taken	Total
1 to 15 days	38	2	40
16 to 30 days	20	3	23
31 to 60 days	27	2	29
61 to 120 days	20	1	21
121 to 180 days	8	1	9
181 to 365 days	14	6	20
More than 365 days	3	3	6
Total	130	18	148

2.7 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

Part 3: Extensions

3.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	0	0	1	0
Disclosed in part	7	4	15	0
All exempted	0	0	0	0
All excluded	0	0	0	0
No records exist	0	0	0	0
Request abandoned	1	0	0	1
Total	8	4	16	1

3.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	5	0	10	0
31 to 60 days	2	0	0	1
61 to 120 days	1	1	5	0
121 to 180 days	0	3	1	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
Total	8	4	16	1

Part 4: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	277	$1,385	12	$60
Search	2	$290	0	$0
Production	0	$0	0	$0
Programming	0	$0	0	$0
Preparation	0	$0	0	$0
Alternative format	0	$0	0	$0
Reproduction	0	$0	0	$0
Total	279	$1,675	12	$60

Part 5: Consultations Received From Other Institutions and Organizations

5.1 Consultations received from other Government of Canada institutions and organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during reporting period	49	1788	2	50
Outstanding from the previous reporting period	4	21	0	0
Total	53	1809	2	50
Closed during the reporting period	53	1809	2	50
Pending at the end of the reporting period	0	0	0	0

5.2 Recommendations and completion time for consultations received from other Government of Canada institutions

Recommendation	Number of Days Required to Complete Consultation Requests							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
Disclose entirely	15	15	11	0	0	0	0	41
Disclose in part	2	3	4	1	0	0	0	10
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	1	0	0	0	0	0	1
Consult other institution	0	0	0	0	0	0	0	0
Other	0	1	0	0	0	0	0	1
Total	17	20	15	1	0	0	0	53

5.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of Days Required to Complete Consultation Requests							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
Disclose entirely	0	2	0	0	0	0	0	2
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	2	0	0	0	0	0	2

Part 6: Completion Time of Consultations on Cabinet Confidences

6.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	3	5	0	0	0	0	0	0	0	0
16 to 30	3	65	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	2	69	1	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	8	139	1	0	0	0	0	0	0	0

6.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101–500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Part 7: Complaints and Investigations

Section 32	Section 35	Section 37	Total
1	3	0	4

Part 8: Court Action

Section 41	Section 42	Section 44	Total
0	0	0	0

Part V: Resources Related to the *Access to Information Act*

9.1 Costs

Expenditures		Amount
Salaries		$565,716
Overtime		$4,180
Goods and Services		$32,589
• Professional services contracts	$14,400	
• Other	$18,189	
Total		$602,485

9.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	5.93
Part-time and casual employees	0.81
Regional staff	0.00
Consultants and agency personnel	0.00
Students	0.22
Total	6.96

Note: Enter values to two decimal places.

Annex 3: Statistical Report on the *Access to Information Act* (OVO)

Government of Canada / Gouvernement du Canada

Statistical Report on the *Access to Information Act*

Name of institution: Office of the Veterans Ombudsman

Reporting period: 2015-04-01 to 2016-03-31

Part 1: Requests Under the *Access to Information Act*

1.1 Number of requests

	Number of Requests
Received during reporting period	2
Outstanding from previous reporting period	0
Total	2
Closed during reporting period	2
Carried over to next reporting period	0

1.2 Sources of requests

Source	Number of Requests
Media	1
Academia	0
Business (private sector)	0
Organization	0
Public	1
Decline to identify	0
Total	2

1.3 Informal requests

Completion Time							
1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
0	0	0	0	0	0	0	0

Note: All requests previously recorded as "treated informally" will now be accounted for in this section only

Part 2 – Requests Under the Privacy Act During the Reporting Period

2.1 Disposition and completion time

Disposition of Requests	Completion Time							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
All disclosed	0	1	0	0	0	0	0	1
Disclosed in part	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	0	1	0	0	0	0	0	1
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	0	2	0	0	0	0	0	2

2.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	0	16(2)	0	18(a)	0	20.1	0
13(1)(b)	0	16(2)(a)	0	18(b)	0	20.2	0
13(1)(c)	0	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	0	18(d)	0	21(1)(a)	0
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	0
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	0
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	0
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	0
15(1)	0	16.1(1)(d)	0	19(1)	0	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	0	23	0
15(1) - Def.*	0	16.3	0	20(1)(b)	0	24(1)	0
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	26	0
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	0		
16(1)(a)(ii)	0	16.5	0	20(1)(d)	0		
16(1)(a)(iii)	0	17	0				
16(1)(b)	0						
16(1)(c)	0						
16(1)(d)	0						

* I.A.: International Affairs Def.: Defence of Canada S.A.: Subversive Activities

2.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	0	69(1)	0	69(1)(g) re (a)	0
68(b)	0	69(1)(a)	0	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	0
68.1	0	69(1)(c)	0	69(1)(g) re (d)	0
68.2(a)	0	69(1)(d)	0	69(1)(g) re (e)	0
68.2(b)	0	69(1)(e)	0	69(1)(g) re (f)	0
		69(1)(f)	0	69.1(1)	0

2.4 Format of information released

Disposition	Paper	Electronic	Other Formats
All disclosed	1	0	0
Disclosed in part	0	0	0
Total	1	0	0

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Disposition of Requests	Number of Pages Processed	Number of Pages Disclosed	Number of Requests
All disclosed	3	3	1
Disclosed in part	0	0	0
All exempted	0	0	0
All excluded	0	0	0
Request abandoned	0	0	0
Neither confirmed nor denied	0	0	0

2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
All disclosed	1	3	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	1	3	0	0	0	0	0	0	0	0

2.6.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	0	0	0	0	0
Disclosed in part	0	0	0	0	0
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor	0	0	0	0	0
Total	0	0	0	0	0

2.6 Deemed refusals

2.6.1 Reasons for not meeting statutory deadline

Number of Requests Closed Past the Statutory Deadline	Principal Reason			
	Workload	External Consultation	Internal Consultation	Other
0	0	0	0	0

2.6.2 Number of days past deadline

Number of Days Past Deadline	Number of Requests Past Deadline Where No Extension Was Taken	Number of Requests Past Deadline Where An Extension Was Taken	Total
1 to 15 days	0	0	0
16 to 30 days	0	0	0
31 to 60 days	0	0	0
61 to 120 days	0	0	0
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	0	0
Total	0	0	0

2.7 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

Part 3 – Extensions

3.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	0	0	0	0
Disclosed in part	0	0	0	0
All exempted	0	0	0	0
All excluded	0	0	0	0
No records exist	0	0	0	0
Request abandoned	0	0	0	0
Total	0	0	0	0

3.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	0	0	0	0
31 to 60 days	0	0	0	0
61 to 120 days	0	0	0	0
121 to 180 days	0	0	0	0
181 to 365 days	0	0	0	0
366 days or more	0	0	0	0
Total	0	0	0	0

[redacted]

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	2	$10	0	$0
Search	0	$0	0	$0
Production	0	$0	0	$0
Programming	0	$0	0	$0
Preparation	0	$0	0	$0
Alternative format	0	$0	0	$0
Reproduction	0	$0	0	$0
Total	2	$10	0	$0

[redacted]

5.1 Consultations received from other Government of Canada institutions and organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during reporting period	1	3	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	1	3	0	0
Closed during the reporting period	1	3	0	0
Pending at the end of the reporting period	0	0	0	0

5.2 Recommendations and completion time for consultations received from other Government of Canada Institutions

Recommendation	Number of Days Required to Complete Consultation Requests							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
Disclose entirely	1	0	0	0	0	0	0	1
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	1	0	0	0	0	0	0	1

Part 5 – Consultations Received from Other Institutions and Organizations

5.1 Consultations received from other Government of Canada institutions and organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during reporting period	1	3	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	1	3	0	0
Closed during the reporting period	1	3	0	0
Pending at the end of the reporting period	0	0	0	0

5.2 Recommendations and completion time for consultations received from other Government of Canada institutions

Recommendation	Number of Days Required to Complete Consultation Requests							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
Disclose entirely	1	0	0	0	0	0	0	1
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	1	0	0	0	0	0	0	1

5.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of Days Required to Complete Consultation Requests							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

Part [illegible] – Consultations and Delegations

6.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101–500 Pages Processed		501–1000 Pages Processed		1001–5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

6.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101–500 Pages Processed		501–1000 Pages Processed		1001–5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Part [illegible] – Investigations

Section 32	Section 36	Section 37	Total
0	0	0	0

Part [illegible] – Court Action

Section 41	Section 42	Section 44	Total
0	0	0	0

Part [illegible] – Other Provisions of the Access to Information Act

9.1 Costs

Expenditures		Amount
Salaries		$11,574
Overtime		$0
Goods and Services		$0
• Professional services contracts	$0	
• Other	$0	
Total		$11,574

9.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	0.10
Part-time and casual employees	0.00
Regional staff	0.00
Consultants and agency personnel	0.00
Students	0.00
Total	0.10

Note: Enter values to two decimal places.

Annex 4: Five-Year Statistical Analysis (VAC and OVO)

	2011–2012	2012–2013	2013–2014	2014–2015	2015-2016	Variance 2015-2016 and 2014-2015
Requests received	164	135	100	344	262	-23.8%
Requests carried forward from prior year	68	89	108	66	77	+11.0%
Total requests requiring action	232	224	208	410	339	-17.3%
Completed requests	143	116	142	332	291	-12.4%
Requests carried forward to next year	89	108	66	78	48	-38.5%
Completed in 30 days or less	62	47	59	173	132	-23.7%
Pages released	5,545	16,696	32,139	65,843	77,225	+17.3%
***ATIA* – Total costs of administration**	$370,506	$623,778	$726,219	$802,577	$571,516	-28.8%
FTEs	6.38	10.54	10.91	10.48	6.96	-33.6%
Informal requests	65	84	77	214	86	-59.8%
Complaints received	15	14	6	5	1	-80.0%